



Texas Department *of* Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.

Registration and Title System
Refactored Point of Sale System Release Notes
Release 8.7.0

10/28/2016

About Release Notes

These Release Notes contain information about new features, enhancements, and reported issues resolved in this product release of the Registration and Title System (RTS) point of sale (POS) system. In addition, a summary of the RTS POS issues that have not yet been resolved is included.

For more information about the RTS POS, refer to the original Release Notes on the **RTS Refactoring Resources page** of the TAC Hub (www.txdmv.gov/tax-assessorcollectors).

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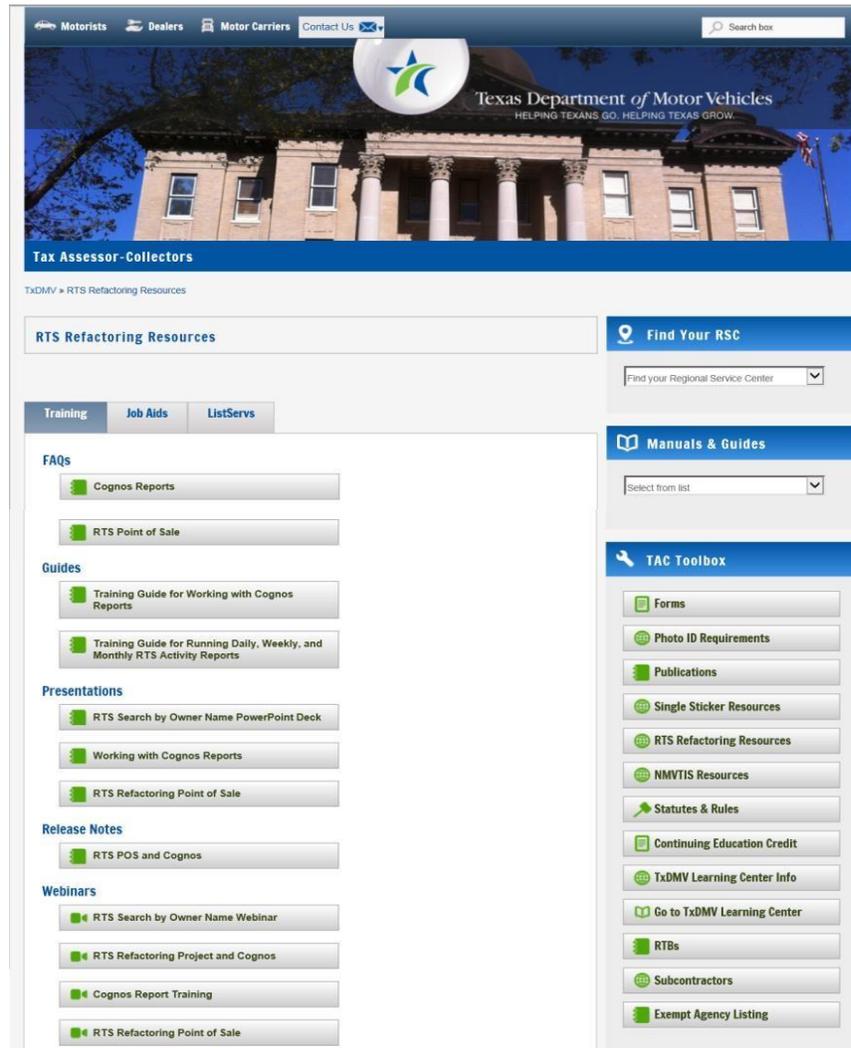
RTS POS Overview

The refactored RTS POS is a web-based application designed to process vehicle registrations, titles, and temporary permits for Texas motorists through a series of web pages. The RTS POS system provides functions for cash accounting, funds allocations, and a full audit trail along with inventory control for license plates, windshield/plate stickers, and temporary permits.

The RTS POS application displays when you log into the RTS workstation.

To display reference information about using the RTS POS, you can click  in the upper right corner of the web browser to minimize the application and click the  RTS Refactoring Help icon on your desktop.

The RTS Refactoring Resources page (on the TAC Hub) will display FAQ documents composed of questions submitted by the county tax offices, as well as materials presented during RTS POS webinars (including the training guides, slide decks for presentations, and other recorded webinar sessions). The original Release Notes are also available on this page.



Click the **Job Aids** tab to locate important quick references to help you log in and work with the RTS POS.

When logged into the RTS POS, you can get specific application level help by clicking the Help button on the page you are viewing or the entire user assistance web site by selecting Help > User Guide on the main page action bar.

Note: It is important to visit this Resources page frequently for updates and new materials.

Registration Processing and Handling Fee (P&H)

TxDMV has restructured registration related fees into a single **processing and handling fee** (referred to as P&H), which will go into effect January 1, 2017.

Customers with registrations expiring on or after January 31, 2017 will see a single \$4.75 P&H fee rather than the various fees previously seen, such as the \$1 Automation fee and \$1 Mail-in fee.

The new P&H fee includes compensation for the counties, limited and full-service deputies, and dealer deputies. County compensation will change for 2017 registration expirations and 2016 registration expirations renewed late with a valid reason in 2017. Compensation amounts will not change for 2016 registration expirations renewed on time or late with an invalid reason.

Note: Counties and deputies will see registration renewals with and without the P&H fee during this transition period.

The P&H fee affects full service deputies who process registrations that expire on or after January 31, 2017 by allowing them to retain \$1.00 of the \$4.75 P&H fee.

Limited service deputies who process registrations that expire on or after January 31, 2017 will no longer charge the \$1.00 compensation fee but will retain \$1.00 from the \$4.75 P&H fee. Note that limited service deputies may continue to charge the \$1.00 compensation fee registrations that expire on or before December 31, 2016.

The P&H fee is not collected for the following transactions:

- Replacement
- Exchange (with no registration fees collected)
- Vehicles registered as Exempt
- Receipts (Duplicate, Registration Correction, Inquiry, Inspection Fee)
- Reduced-Fee or No-Fee Military license plates

To assist the counties with balancing their cash drawers when compensation from deputies exists, a new Countywide Compensation Report has been added and changes have been made to the Countywide Payment Type Report, Payment Report, and other closeout reports. These reports should be run to show the source of money breakdown between the fees collected for cash drawer and non-cash drawer transactions. Deputy compensations will be reflected under the non-cash drawer operations section of the reports as negative amounts.

New Countywide Compensation Fees Report

TxDMV has added the Countywide Compensation Fees Report to show the funds retained from the P&H fee by Full Service, Limited Service and Dealer Deputies.

To run the report:

1. From the action bar on the main page, click **Funds > Cash Drawer Operation > Detail Reports**.
2. On the **Funds Report Selection FUN006** page:

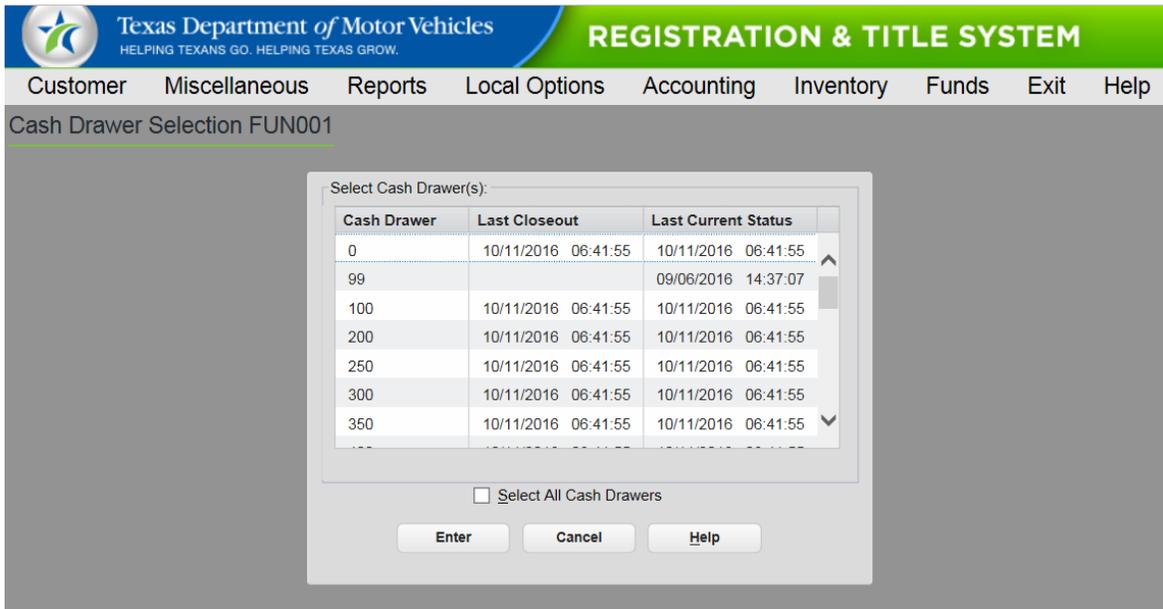
The screenshot shows the Texas Department of Motor Vehicles (TxDMV) Registration & Title System interface. The page title is "Funds Report Selection FUN006". The navigation bar includes "Customer", "Miscellaneous", "Reports", "Local Options", "Accounting", "Inventory", "Funds", "Exit", and "Help". The main content area displays a dialog box with the following options:

- Select Entity:**
 - Cash Drawer
 - Employee
 - Substation
- Show Source of Money
- Primary Split by:**
 - None
 - Cash Drawer
 - Employee

Buttons: Enter, Cancel, Help

- a. For **Primary Split by:**
 - Leave **None** selected to show all transactions in the order they occurred.
 - Click **Employee** to show the transactions in groups by each employee.
- b. For **Show Source of Money**, click the checkbox.
- c. Click the **Enter** button.

3. If the **Cash Drawer Selection FUN001** page displays:



a. To select:

- A single cash drawer, click the drawer from the list.
- Multiple cash drawers, press and hold the **CTRL** key on your keyboard as you select each one from the list.
- All of the cash drawers, click the **Select All Cash Drawers** checkbox (to be sure a checkmark displays).

b. Click the **Enter** button.

4. On the **Report Selection FUN007** page:

Cash Drawers:

Id	Last Closeout	Last Current Status
0	10/11/2016 06:41:55	10/11/2016 06:41:55
99		09/06/2016 14:37:07
100	10/11/2016 06:41:55	10/11/2016 06:41:55
200	10/11/2016 06:41:55	10/11/2016 06:41:55

Select Range:

Last Closeout
 Since Last Current Status
 Since Last Closeout

Specify Date Range

Select Reports: Select All Reports

PAYMENT REPORT
FEES REPORT
COUNTYWIDE COMPENSATION FEES REPORT
INVENTORY DETAIL REPORT

Display Report(s) before Printing

Enter Cancel Help

- a. For **Select Range**, click the appropriate checkbox.
- b. For **Select Reports**, click COUNTYWIDE COMPENSATION FEES REPORT

5. On the **Report Generation Status FUN013** page, click the **Enter** button.

RTS.POS.5905		COUNTYWIDE COMPENSATION FEES REPORT								
		FLOYD MAIN OFFICE								
WORKSTATION ID : 100										
REQUESTED BY : SYSTEM										
REPORT DATE : 10/12/2016										
DESCRIPTION	CUSTOMER AMOUNT	QTY	SUBCONTRACTOR AMOUNT	QTY	DEALER TITLE AMOUNT	QTY	INTERNET AMOUNT	QTY	TOTAL AMOUNT	QTY
REGISTRATION										
P&H LIMITED SRVC COMP			-6.00	6					-6.00	6
P&H TXO COMP							-4.00	2	-4.00	2
TOTAL REGISTRATION:	0.00		-6.00		0.00		-4.00		-10.00	
REPORT TOTAL	0.00		-6.00		0.00		-4.00		-10.00	

RTS POS Page Changes

The P&H Fee will now display on several RTS POS pages.

P&H Fee Added to Enter Registration Expiration REG029 Page

The P&H fee will display in the Fees Description on the Enter registration expiration month and year REG029 page.



Enter registration expiration month and year REG029

Minimum Exp. Month/Year: 11/2017

Maximum Exp. Month/Year: 10/2018

Minimum fee total: \$61.00

Maximum fee total: \$88.50

Enter Expiration Month and Year (MM/YYYY): 11/2017

This reflects 12 months of registration.

Fees Description	Item Price
PLATE STICKER	\$30.00
REG FEE-DPS	\$1.00
CNTY ROAD BRIDGE ADD-ON FEE	\$10.00
CHILD SAFETY FUND	\$1.00
INSPECTION FEE-OBV	\$14.25
PROCESSING AND HANDLING FEE	\$4.75
Transaction Total:	\$61.00

Enter

Cancel

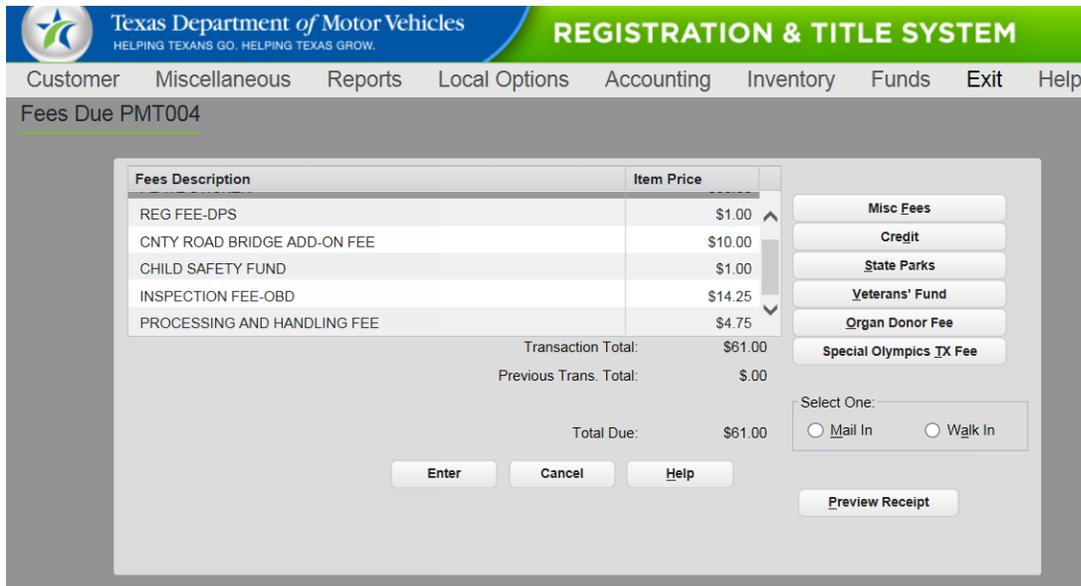
Help

P&H Fee and Mail-In vs Walk-In Options Added to Fees Due PMT004 Page

The P&H Fee will display in the Fees Description on the Fees Due PMT004 page.

In addition to the P&H Fee, TxDMV has added two new radio option buttons. Clerks processing a renewal must select either the Mail In or Walk In button to designate how the registration was received, which will be reflected in reports.

Note: The Mail-In Fee checkbox has been removed.



The screenshot shows the Texas Department of Motor Vehicles Registration & Title System interface. The page title is "Fees Due PMT004". The interface includes a navigation menu with options: Customer, Miscellaneous, Reports, Local Options, Accounting, Inventory, Funds, Exit, and Help. The main content area displays a table of fees and a summary of totals.

Fees Description	Item Price
REG FEE-DPS	\$1.00
CNTY ROAD BRIDGE ADD-ON FEE	\$10.00
CHILD SAFETY FUND	\$1.00
INSPECTION FEE-OB	\$14.25
PROCESSING AND HANDLING FEE	\$4.75

Transaction Total: \$61.00
Previous Trans. Total: \$0.00
Total Due: \$61.00

Buttons: Enter, Cancel, Help, Misc Fees, Credit, State Parks, Veterans' Fund, Organ Donor Fee, Special Olympics TX Fee, Select One: Mail In Walk In, Preview Receipt

P&H Fee Added to Pending Transactions Page

The P&H fee will display in the Fees Description on the Pending Transactions page.



Pending Transaction(s)

PENDING TRANSACTION(S)
Customer: [REDACTED]

REGISTRATION RENEWAL RECEIPT	
- PLATE STICKER	30.00
- REG FEE-DPS	1.00
- CNTY ROAD BRIDGE ADD-ON FEE	10.00
- CHILD SAFETY FUND	1.00
- INSPECTION FEE-OB	14.25
- PROCESSING AND HANDLING FEE	4.75

Total Amount Due: \$61.00

Centralized Printing and Mailing of Online Registration Renewals

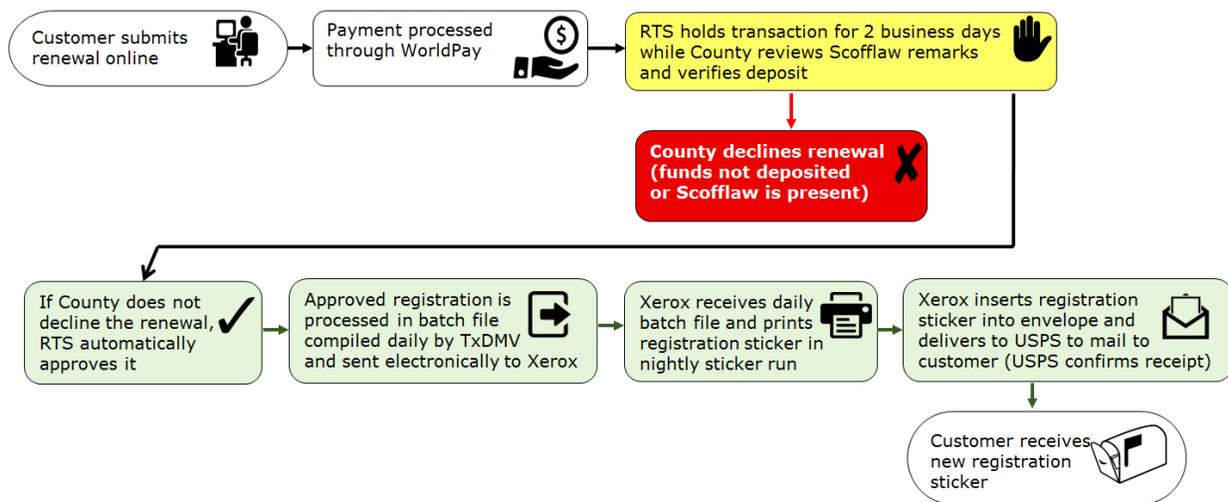
TxDMV is centralizing the online registration renewal process by contracting with a vendor to print and mail registration renewal receipts and stickers for motorists whose registration expires January 2017 and later. (Note that motorists whose registration expires January 2017 and later may begin the renewal process as early as November 2016.)

Centralized fulfillment of online renewals will help reduce county workload and expenses. It will also assist in reducing traffic and wait times for walk-in customers in their offices.

There is no change for online registration renewals that expire December 2016 and earlier. These renewals will continue to be processed by the county.

The vendor will begin processing an online renewal after a two business day hold. This hold allows time for counties to review the renewals, and for those counties with a scofflaw system outside of RTS to decline the transactions.

The centralized fulfillment process will follow the path shown below.



Report Changes for Centralized Fulfillment

TxDMV has created a new virtual workstation (Workstation 99) for each county in order to balance transactions processed through centralized fulfillment. TxDMV closes out this workstation automatically. However, the county will need to run the Transaction Reconciliation and Funds reports for Workstation 99 from the county's Batch Server.

From November 2016 through June 2017, counties will receive two separate TPE Net Revenue Detail reports. One report will contain 2016 registration renewals (county fulfilled) and the other report will contain 2017 registration renewals (centralized fulfilled). There will still only be one Batch Summary Report, which will combine the total collected for both county and centralized transactions.

The IVTRS Transaction Reconciliation Report will have a separate section for all centralized fulfillment transactions by status.

RTS POS Page Changes for Centralized Fulfillment

TxDMV has updated the following pages to accommodate centralized fulfillment.

Centralized Fulfillment Status Options Available on Vehicle Record Search REG101 Page

The Vehicle Record Search REG101 page includes statuses for centralized fulfillment transactions. The county must search by **Centralized New** in order to review and/or decline these transactions.

The screenshot shows the Texas Department of Motor Vehicles REGISTRATION & TITLE SYSTEM interface. The page title is "Vehicle Record Search REG101". A search criteria dialog box is open, titled "Enter Search Criteria:". The dialog box contains the following fields:

- Plate No: [Text Input]
- Internet Trace No: [Text Input]
- Transaction Id: [Text Input]
- First Name: [Text Input]
- Middle Name: [Text Input]
- Last Name/Company Name: [Text Input]

Below the text inputs, there is a "Status:" label followed by a dropdown menu. The dropdown menu is open, showing the following options:

- New
- Approved
- Hold
- Declined(Charge-back Pending)
- Declined(Charge-back Failed)
- Declined(Charge-back Successful)
- Declined(All)
- Unpaid
- In Process
- Centralized New
- Centralized Approved
- Centralized Declined (Pending)
- Centralized Declined (Failed)
- Centralized Declined (Successful)
- Centralized Declined (All)
- Centralized - In Process

At the bottom of the dialog box, there are "Cancel" and "Help" buttons. The "Begin Date:" and "End Date:" fields are also visible but empty.

Centralized Fulfillment Changes on Vehicle Information and Processing REG103 Page

After performing a search with Centralized New as its Status, the Vehicle Information and Processing REG103 page will display with only the Decline option available.

If selecting to decline the centralized fulfillment transaction, the county clerk must also enter the decline reason in the Comments area and an email will be generated to the customer. If the Decline option is not selected, the transaction will be automatically approved and processed through centralized fulfillment. After automatic approval, an approval email will be generated to the customer.

Additional changes to this page are shown in the following.

The screenshot shows the Texas Department of Motor Vehicles REGISTRATION & TITLE SYSTEM interface. The page title is "Vehicle Information and Processing REG103". The status is "Centralized New". The vehicle details include:

Owner Name:	OTHA	Plate No:	CCMN93
Recipient Name:	TIMMOTHY	VIN:	2X6849
Recipient Address:	Redding, TX 12345-4321	Document No:	00000000012590274
New Exp Mo/Yr:	1/2017	Empty Weight:	10200
Title Issue Date:	04/09/1997	Carrying Capacity:	23800
Plate Age:	3	Gross Weight:	34000
Internet Trace No:	229VRCCMN93TTV	Tonnage:	0.0
Transaction Id:			
Texas Agriculture or Timber Registration Number	12365478955		

Processing options include:

- Approve
- Hold >> [Dropdown]
- Send Email
- Decline >> [Dropdown]

Buttons: View Insurance, View/Change Address, Continue, Help, Preview Receipt.

Callout boxes highlight the following changes for centralized fulfillment transactions:

- Status shows Centralized New
- For centralized fulfillment transactions, the "View Insurance" and "View/Change Address" buttons are always disabled
- Comments field remains enabled
- Email is disabled
- Decline options are not available
- For centralized fulfillment transactions, Decline is the only option.

Customer Renewal Sticker Tracking

TxDMV has added a new web page to the TxDMV web site that enables customers with a January 2017 or later registration who renewed online to track the progress of their renewal. Customers will be able to see when their registration sticker was processed, printed, and mailed. Customers can access this tracking tool at www.txdmv.gov/track.

A note on the tracking page informs customers they need to contact their county tax assessor-collector's office for information if their registration expires in 2016.

On the tracking page, customers enter the vehicle license plate number and the last four digits of the vehicle's VIN.

Information about the vehicle and the status of the renewal receipt and registration sticker displays on the page. If the status displayed is:

- **PAYMENT PENDING**, the renewal is within the two business day hold
- **IN PROCESS**, the registration sticker and receipt is being printed
- **MAILED**, the registration sticker and receipt have been delivered to the post office

If **RETURNED** displays in the status area, the registration sticker and receipt have been returned as *undeliverable* by the post office and the customer should contact the county tax assessor-collector's office to purchase a replacement.

Changes in IVTRS

The first page displayed to customers renewing their registration online will have a new look starting November 1, 2016. Instead of displaying the prompts for selecting their county, the customer will be asked to enter the vehicle plate and last 4 digits of the VIN as the first step in the online renewal process (for both county and centralized transactions). The system will pull the county of residence from the existing vehicle record and then display a prompt for the customer to confirm the county.

Note: If the customer responds No to the confirmation prompt, the customer can change the county.

The Eligibility page for Centralized Fulfillment transactions informs customers of the P&H Fee and the new registration sticker tracking page.

Customers cannot renew 2016 and 2017 registration expirations within the same shopping cart since the fulfillment processes differ.

Registration Renewal Notices and Receipt Updates

TxDMV has updated the registration renewal notices and receipts to accommodate recent changes.

P&H Fee on Renewal Notice

TxDMV will display the P&H fee in the list of fees on the front of appropriate renewal notices. The back of the notices provide an explanation for the fee.

Needs Plate Replacement Program Eliminated

TxDMV has eliminated the mandatory replacement of license plates at seven years, which means that registration renewal notices for January 2017 and later will no longer contain the NEW PLATES REQUIRED remark. The RTS POS will no longer prompt for new plates during registration renewals regardless of the expiration date.

Customers can request new plates at any time; however, they must pay the fee associated with replacement license plates.

Vehicle Location Address Removed

TxDMV has removed the Vehicle Location Address section on renewal receipts beginning in November 2016. The location address was visible in the window of the envelope used to mail the registration renewal receipt, which lead to instances where that address was incorrectly scanned by the post office resulting in the registration receipt being returned as undeliverable.

The Vehicle Location Address will continue to be captured in RTS POS and visible on the appropriate pages.

Daily Renewal Notices Eliminated

The RTS POS and IVTRS applications will no longer trigger another registration renewal notice if an address change is completed within the renewal window or requested by the customer.

RTS POS Issues Resolved in Release 8.7.0

The following reported RTS POS issues have been resolved in this release.

Note: Issues may have been reported by county, region, or headquarters and may not apply to all RTS POS users.

Issue Ticket	Description
RRTS-5476	In RTS.POS.5211 Payment Report, the large number of noncash items (for example, Rundate and Runtime) can cause problems with the pages.
RRTS-6009	Pressing the Enter key on your keyboard does not display the expected Report Generation Status FUN013 page in Funds Balance Reports.
RRTS-6637	If a license plate that has been sunset was always renewed or exchanged when the plate was current, the plate will continue to be considered valid.

Summary of RTS POS Issues Not Yet Resolved

The following RTS POS issues have been reported and their resolutions are in progress

Note: Issues may have been reported by county, region, or headquarters users and may not apply to all RTS POS users.

Issue Ticket	Description
RRTS-2435	Several printing problems have been identified: Documents print out of order, printing delays, print job stops when 200 pages have been printed
RRTS-2563	Some text is missing from the bottom of the renewal receipt for a token trailer and a large truck on the Print Preview page for the receipt.
RRTS-3645	If the Registration Invalid indicator is set for a vehicle (such as a salvage vehicle), a Correct Title transaction cannot be processed for the vehicle.
RRTS-4145	When attempting to perform a title transfer on an antique vehicle, the RTS POS is applying a delinquent transfer penalty fee of \$250.00.
RRTS-4217	An error displays on the TTL006 page about an incorrect vehicle Make because the field was left blank during a Status Change transaction.
RRTS-4423	The motorcycle temporary insignia for a specialty plate prints in the incorrect font size (not the small size as expected).
RRTS-4754	The major/minor color of a vehicle gets updated for an online transaction only when there is a fee change.
RRTS-5075	Certain 7 character Disabled Veteran (DV) plate patterns have been duplicated.
RRTS-5407	A Funds Inquiry by Check No does not show correct funds remitted amount. However, Funds Inquiry by Trace Number does show the correct amount.
RRTS-6324	On the REG029 page, the Recalculation button does not display after entering a different inspection type or fee amount on the INS001 page.
RRTS-6325	On the REG029 page, the Recalculation button does not display when lowering the weight of a trailer with RNP
RRTS-6641	While processing a renewal transaction that does not require new inventory and you continue to the payment page, if you select an additional fee and then escape back to the REG029 page, the fee selected incorrectly displays on the page.
RRTS-6949	While processing a Temporary Permit and a hard stop occurs where the CTL003 page displays, you can simply cancel the CTL00e3 page and keep working.